

**SENIOR OFFICE ASSISTANT**  
**603**

**DEPARTMENT:** Community Services/WAMAC/CHIP

**NATURE OF WORK:**

This is responsible clerical work performed in an office setting for the County.

Work includes carrying out varied and complex procedural support within a department section or a similar unit. Work may involve providing instruction or guidance to less experienced employees. Work is performed under continuing supervision with incumbent planning and carrying out assigned duties and resolving problems of a procedural nature. Work is reviewed through observation, conferences, and results obtained.

**ESSENTIAL FUNCTIONS OF THE JOB:**

Types letters, reports, documents, statistical documents, and a variety of material from rough draft, clear copy, dictaphone, shorthand or notes, using a typewriter or word processing equipment; efforts include formatting, data collection, computation, tabulation, and pasteups of moderate difficulty based on supervisor's instructions or established procedures.

Prepares and sends correspondence and form letters on general matters where instructions are explicit and precedence is followed.

Processing incoming calls; screens and takes messages as necessary.

Researches clerical material and edits for inclusion into reports; recognizes variations and verifies completeness and accuracy of printed material.

Posts data to control records and reviews a variety of information for accuracy, completeness and conformance to established standards; searches documents, including microfiche, to answer routine inquiries and to locate information.

Interprets and applies established policies, standards, and procedures where clear and ample precedents have been established.

Reports to CHIP of Virginia on a monthly basis a cumulative total of children 0-5 and older siblings 6-18 as well as families who have been written into the CHIP of Greater Williamsburg program.

Prepares reports to CHIP of Virginia on up to date budget which is in balance with the James City County budgeted funds.

Receives and distributes mail; sets appointments; schedules meetings; makes travel arrangements; takes shorthand to record minutes of meetings and transcribes dictation as required.

Scans correspondence and reports, determining what information is to be cross-filed and/or included in other files or reports in order that current and complete history of file is available; determines routing and filing; maintains a suspense file to track completion of projects and/or response to correspondence assigned to administrative and professional staff.

Greets callers and visitors; directs inquiries to the proper source and answers questions within context of policies and procedures with contact sometimes of a difficult nature; may initiate routine correspondence in performance of duties and response to services; obtains factual information from citizens or potential clients.

Applies at least one type of work processing, spread sheet or data base software; develops own applications of menu-driven routines.

Acts as liaison between CHIP of Greater Williamsburg employees and Manager to furnish with time sheets.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

#### **JOB LOCATION AND EQUIPMENT OPERATED:**

Work is performed in an office setting. Operates standard office equipment, including computer keyboard, telephone, fax machine, copier, and calculator.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Considerable knowledge of standard office practices and procedures, equipment, and clerical techniques.

Considerable knowledge of grammar, punctuation, spelling, and arithmetic.

Some knowledge of general office computer software and associated equipment.

Ability to make arithmetic calculations.

Ability to take minutes and transcribe accurately at a reasonable rate.

Ability to operate general office equipment, word processing equipment, and microcomputers as required to accomplish the work assigned.

Ability to independently apply and carry out policies and procedures within assigned areas of responsibility.

Ability to interpret and communicate the policies, procedures, and services of unit.

Ability to maintain moderately complex records and ensure their confidentiality.  
Ability to make computations with accuracy.

Ability to proofread, research files, and logically organize information.

Ability to follow verbal and written instructions.

Ability to work under pressure and meet deadlines.

Ability to establish and maintain effective working relationships with employees and the public.

**MINIMUM QUALIFICATIONS:**

High school diploma or equivalent, and considerable experience in general clerical work; or any equivalent combination of education, training, and experience providing the knowledge, skills, and abilities cited above.